

Eastern Nazarene College
Office of Safety and Security

STANDARD OPERATING PROCEDURE

Title: Missing Persons (Adults and Juveniles)
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The purpose of this SOP is to establish responsibilities and procedures for reporting and investigating missing person cases. This SOP consists of the following parts:

I. Definitions

Missing Persons: as used herein, shall be construed to mean any ENC student missing from his/her lawful place of abode, i.e., assigned dormitory residence or off campus residence:

1. A missing person report shall be taken for any ENC employee, student, intern, or summer conference participant who is declared or presumed missing from their residence, as defined in item (1), or classified as a critical missing person as defined below.
2. When a person from another jurisdiction is reported missing from a location in the boundaries of the ENC campus area, and that person is a visitor or is related to a ENC student, i.e., parent or sibling, a report shall be taken.
3. Attempts to locate – a report shall be taken for persons who because of an emergency must be contacted.

Adult: any person 18 years of age or over.

Juvenile: any person under the age of 18 years of age.

Fugitive from Parents (runaways): any juvenile who is reported missing from another jurisdiction and located in the State of Massachusetts

Critical Missing Person: the following cases shall be considered critical: {41.2.5 (f)}

1. Juvenile any person under age the age of 18 who is not an emancipated minor
2. Elderly person (60) of age and over, or senile persons;
3. Any other person between the ages of 18 and 60 who, in the opinion of the shift supervisor, should be classified as critical. In determining whether a missing person case should be classified as critical, the shift supervisor shall especially consider the following circumstances:
 - a. The missing person is mentally incapacitated.
 - b. The missing person is drug dependent; including prescribed medication and/or illegal substances, i.e., alcohol, and the dependency is potentially life threatening.
 - c. Patients missing from hospitals or institutions, who in the opinion of competent authority, present an imminent danger to themselves or others.
 - d. The missing person has been absent from their domicile for more than 24 hours before being reported to the Office of Safety and Security or the local police department.

- e. Based on available information it is believed that the missing person is in a life-threatening situation.
- f. Based on available information it is believed that the missing person is in the company of persons who could endanger his/her welfare.
- g. Based on available information, it is believed that there is a real or suspected danger of foul play.
- h. The absence is inconsistent with his/her established patterns of behavior and the deviation cannot be readily explained.
- i. Other circumstances involved in the disappearance that would cause the shift supervisor to conclude that the person should be considered “at risk.”

II. General Policy

It shall be the policy of ENC Security to thoroughly investigate reports of all missing persons as defined in this SOP. An Incident Report shall be completed whenever an ENC student is reported to be missing, and the initial inquiry reveals that the elements exist for such a classification. An Incident Report shall be submitted even though a reported missing person is found prior to the processing of the report. Such reports shall not be canceled, but shall be submitted as “closed.” Reporting members shall take particular care to indicate where the missing persons were located and where they stayed while missing. There is no minimum time requirement that a person must be missing before a missing person report can be prepared. It is sufficient that the person is missing or otherwise unaccounted for at the time the reporting person makes the report. Members of the department shall, immediately upon determining that a person is in fact missing, request that a supervisor respond to the scene.

III. Reporting Procedures for Missing Persons

ENC Security employees and/or officers handling non-critical or critical missing cases shall:

1. Interview the reporting person(s) to obtain the following information:
 - a. The health, habits, history, and description of the missing person
 - b. Names and addresses of friends and relatives where the missing person may be found
 - c. The missing person’s date of birth
 - d. The missing person’s social security number and/or student identification number
 - i. (via Zencas)

Dissemination of Information:

1. Prepare a general broadcast to be transmitted immediately by radio.
2. Reporting officers shall contact the student’s Resident Director, as soon as practicable, to see if they know of the missing student’s whereabouts and also inquire if they know of any unusual circumstances about the habits of the missing student. The Office of Student Development should be notified as soon as practicable.
3. Reporting officers shall check with the emergency room staff of Quincy Medical Center to ascertain if the missing person has been admitted as a patient either by name or listed as a “John/Jane Doe.”
4. Of all checks above (2 and 3) prove negative, the shift supervisor must notify the Director of Security, as soon as practicable.
5. If all checks above (2 and 3) prove negative, the reporting officer and/or shift supervisor shall request through that a QPD officer be dispatched or contacted to take the required police report.

6. Notify and coordinate with any other law enforcement agencies, as deemed necessary, based on information received.
7. The reporting officer should make a notation in his/her report and in their notebook, of the time, date and name of the person(s) contacted when the required checks are made and that information should be added to the Incident Report. The officer should also note the time and date the complainant was advised of the results of the checks.

IV. Additional Reporting Procedures for Missing, Abandoned or Abducted Juveniles

It is the policy of ENC Office of Safety and Security to pursue as high priority all reports of missing, abandoned, abducted or unidentified juveniles, giving full consideration and attention to include careful recording and investigation of factual circumstances surrounding the incident.

A juvenile is defined as any person under age the age of 18 who is not an emancipated minor.

A. Notifications

Any department member receiving information regarding a missing or unidentified juvenile will notify the Shift Supervisor immediately. The Quincy Police Department must be notified immediately for any reported missing juvenile.

B. Criteria for Activation of the Amber Alert System

The Quincy Police Department is the coordinating law enforcement agency and is therefore responsible for establishing the protocol for investigating missing/abducted-child cases. The AMBER Plan, which stands for **A**merica's **M**issing: **B**roadcast **E**mergency **R**esponse, is only activated by law enforcement and it is intended for serious child abduction cases. This plan is not used for runaways or family abduction cases unless the circumstances are life threatening to the child. When it is reported to our department that a juvenile has been abducted and that the circumstances surrounding the abduction indicate that the juvenile is in serious danger of bodily harm or death, we will notify the Quincy Police Department, request that an officer and a supervisor respond to the scene.

Generally, AMBER Alert **Would** be Activated When:

1. A juvenile is abducted and there are witnesses to the crime.
2. A juvenile is missing but there is evidence of foul play and law enforcement believes the child was abducted.
3. A vehicle was stolen or "carjacked" and a child was left inside the vehicle.
4. A juvenile is missing and particular consideration is given to their behavior or mental capacity in some way contributing to their disappearance or the juvenile is otherwise considered endangered.

Generally, AMBER Alert **Would Not** be Activated When:

1. A juvenile is missing and law enforcement has no evidence of foul play.
2. A juvenile runs away from home.
3. A juvenile, who is a registered student of ENC, does not return to his/her residence hall room when he/she is expected to return, unless there is some evidence as listed above in the "amber alert would be activated" section.
4. A juvenile is missing as a result of a custody dispute and the juvenile is not considered to be at risk of bodily harm or death.

C. Responsibilities of Call Takers

1. Dispatch, in a prompt manner, an officer to the scene of the report.
2. Notify the Director of Security
3. Notify QPD and request the response of an officer and a supervisor.
4. Transmit the appropriate radio alerts and lookout information.

D. Responsibilities of First Responders

1. Interview the parent or person who made the initial report.
2. Obtain a description of the missing juvenile including photograph(s) if available.
3. Confirm the juvenile's custody status and/or student status
4. Identify the circumstances of the disappearance.
5. Determine when, where, and by whom the missing juvenile was last seen.
6. Obtain a description of any suspected abductor(s) and other pertinent information.
7. Ensure that a Shift Supervisor has been notified of the incident.

E. Responsibilities of Supervisors

1. Obtain a briefing from the officer(s) at the scene.
2. Notify the Director of Security immediately.
3. Ensure that QPD has been notified and has dispatched an officer/supervisor.
4. Organize and coordinate any appropriate search efforts.
5. Confirm that all agency policies and procedures are observed.

F. Responsibilities of Investigators

1. Obtain a briefing from agency personnel at the scene.
2. Verify the accuracy of all descriptive information.
3. Initiate a neighborhood and/or campus investigation.
4. Explore the basis for conflicting information.
5. Evaluate the need for additional resources and specialized services.

G. Follow up Responsibilities

1. If the juvenile is located, an officer will verify their well-being and complete a supplemental report.
2. The Director of Security will ensure that QPD is notified to delete any computerized entry into a criminal justice missing person network that was made.
3. In all cases, reporting parties shall be informed of the well being of located missing juveniles.
4. All agencies and information systems contacted for assistance will be notified of recovery.

V. Additional Reporting Procedures for Critical Missing Persons

Employees, members, or officers handling critical cases, as defined by this SOP shall comply with the provisions outlined above:

1. Remain alert to unusual circumstances surrounding the disappearance that should be brought to the attention of the shift supervisor. This is important for determining whether or not a case should be considered as critical or would require immediate action or search and the mobilization of specific additional resources.
2. Request through the dispatcher that QPD units respond to the scene with a supervisor.

VI. Investigation and Follow-up Procedures

1. Once a decision has been made to classify a case as critical, the search shall not be called off or the classification changed without the approval of the Director of Security with the concurrence of the senior QPD official on the scene. The name of the person that stopped the search or changed the classification shall be listed in the initial Incident Report
2. Every member of the department developing or learning any information concerning a reported missing person, in addition to making such immediate notifications as may be required, shall prepare a Supplemental Report and submit such information to the Director of Security

3. When closing a missing person case, every effort shall be made to include in the report where the missing person was during the period of his/her absence. ENC Security will complete an addendum containing this information and the final disposition of the case.
4. The officer assigned to the case shall contact the complainant(s) **as soon as practicable** and advise him/her of all efforts made to locate the missing person. This contact may also be helpful to the officer, especially if the missing person has contacted the complainant about their whereabouts and stability.
5. In all cases of a reported missing person, QPD shall be notified to respond to the scene. The name(s) and badge numbers of the officer(s) responding shall be made a part of the reporting officer's report.

VII. Out-of-State Cases

Officers receiving a request from a complainant residing outside of Massachusetts and desiring to file a missing person report shall:

1. Ascertain if the missing person is missing from outside of the boundaries of Massachusetts. If they are, the complainant/reporting person shall be directed to contact their local police department and initiate a report with that agency.
2. However, when requests are made for missing persons in Massachusetts the following shall be followed:
 - a. If the missing person is not an ENC student, direct the complainant/reporting person to call 911 and have an QPD Officer respond.
 - b. If the missing person is an ENC student, the officer shall immediately record all the information from the complainant/reporting person, to include: a description of the missing student, the last time they had contact with the student, what leads them to believe that the student is missing, etc.
 - c. Officers should also ascertain the complainant's relationship with the missing person and a home and work telephone number for follow-up notifications if necessary.
 - d. Shift supervisors shall contact QPD and inform them of the information received. Should QPD refuse to make a report, the shift supervisor shall ensure that this information is properly documented for future reference.
 - e. Members locating students or persons reported as missing from out-of-state shall immediately notify QPD and request that officers respond to the scene. The proper classification for reporting purposes shall be "Missing Person."

VIII. Locating Competent Missing Persons and Juveniles

Under no circumstances shall a juvenile who is the subject of a missing person complaint from outside of the jurisdiction of Massachusetts be returned without proper notification to the QPD. In accordance to the Interstate Compact Act on Juveniles, if a juvenile who is the subject of a complaint arising from outside the jurisdiction of Massachusetts, and voices an objection to being returned to that jurisdiction by law a hearing must be held in the Family Division of Massachusetts Superior Court.

A competent adult, having left their domicile, dormitory or legal place of residence for personal reasons cannot be forced to return. ENC Security members on locating such persons shall:

1. Advise them that they are the subject of a missing person report.
2. Ask them if they desire that the complainant be made aware of their whereabouts.

3. If the subject indicates that they do not want their whereabouts known by the complainant and upon being satisfied as to their safety and well-being, notify the complainant that they have been located and are well, but do not disclose their whereabouts.
4. If the complainant insists on an explanation as to their whereabouts, inform them that disclosure would constitute an invasion of privacy.
5. The officer shall close the case by preparing and submitting an Incident Report.

IX. Found Children and Adults

ENC employees and/or officers finding lost children shall immediately notify the dispatcher and request the services of QPD.

ENC employees and/or officers finding lost adults whose age or infirmity may make identification difficult shall make a diligent effort to identify the adult. If identification cannot be made and the ENC staff member is under the assumption that found person is in need of medical attention or further assistance, then QPD shall be notified.

X. Responsibilities and Procedures for Special Assignment Personnel, Supervisors and Administrators

Officers shall be responsible for:

1. Questioning the caller who is reporting a missing person to determine if the person is, in fact missing.
2. Dispatching an officer to the scene upon receiving a telephone call reporting a missing person.
3. Broadcasting a general broadcast to the members in the field a description of the missing person.
4. Notifying the shift supervisor to respond to the scene.
5. Notifying the Director of Security that ENC has received a missing person report and request security to respond for reporting purposes. The Director of Security will request that QPD enter the information to the NCIC System as per QPD policy and if the person is subsequently located, request that QPD remove the information from the system. These requests should be documented in an incident report.

Shift Supervisors: A shift supervisor shall respond to the scene of every missing person and ensure that the Director of Security is informed of all necessary information in order to properly classify the report as critical or non-critical.

Administrators: Upon being notified of a missing person, the Director of Security shall:

1. Thoroughly review all of the available facts and circumstances
2. Direct further inquiry or investigation if available information is insufficient
3. Classify the case as critical or non-critical based upon the criteria listed in Part I
4. Establish a command post if a determination is made that an immediate search should be made for a critical missing person.

Upon establishing a Command Post, the shift supervisor shall maintain a thorough record of all actions taken toward locating the missing person. Upon being relieved from the Command Post, this record shall be turned over to the appropriate investigating authority.

Should the investigation require the use of departmental resources beyond those that are available at the ENC level, the Director of Security shall communicate this need to the appropriate College officials.

Where the investigation indicates that a physical search of an area should be made, the Shift Supervisor may utilize non-ENC Security personnel of the College to assist.

In all cases wherein a physical search is made, QPD shall be notified and all efforts shall be coordinated with the senior QPD official on the scene.

XI. Notifications

Once a person has been determined through investigation by ENC Security and/or QPD to be a Missing Person, the following notifications must be made:

Administrators: If the missing person is an ENC student, the Director of Security of ENC will notify the Vice President of Student and Academics and the Dean of Students after the person has been missing determined to be missing.

Parents: If the missing person is an ENC student who is a juvenile (under 18 years old) and the complainant was not the parent or guardian of the student, ENC Security will coordinate the notification of the missing person's custodial parent or legal guardian through the Student Development Office. This notification will be made as soon as practicable and not later than 24 hours after the time that the student was determined to be missing.

Other Notification Scenarios: If the missing person is an ENC student who is at least 18 years old and the student resides in an ENC residential facility, ENC Security will coordinate the notification of the individual identified by the missing student in the College records to be the person they want to have notified if they are determined to be a missing person. This information is maintained by the Student Development Office and the notification should be coordinated through a Dean of Students. This notification will be made as soon as practicable and not later than 24 hours after the time that the student was determined to be missing.

If the missing person is an ENC student who is at least 18 years old and the student resides in an ENC residential facility, and the student did not list a specific individual to be notified if they are determined to be a missing person, the institution will notify the person's custodial parent or legal guardian or an emergency contact person, if there is one listed in the institutional records. This notification will be made as soon as practicable and not later than 24 hours after the time that the student was determined to be missing.

If the missing person is a student who is at least 18 years old and does not live in an ENC residential facility, the institution may notify the person's custodial parent or legal guardian or an emergency contact person, if there is one listed in the institutional records. This will be determined on a case by case basis.